

**Tony Lawrence**

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**From:** Daniel Gonzalez  
**Sent:** Tuesday, May 13, 2014 2:00 PM  
**To:** All Dirs All Rgns - PT; All Dirs All Rgns - SR  
**Subject:** MAZDA DEALER NOTICE - SERVICE BULLETIN RELEASE

**SERVICE BULLETIN RELEASE - 05/13/2014**

2014 INDEX: [http://www.mstore2000.com/PDF\\_Files/index05-13-14.pdf](http://www.mstore2000.com/PDF_Files/index05-13-14.pdf)

The following Service Bulletin has just been issued.

- For latest MS3 postings, click here: <https://portal.mazdausa.com/m173/service/esi/MazdaServiceShop>

- For printable PDF files from MStore, click on the link below each TSB title:

\* If the links do not automatically take you directly to the document, cut and paste the link into your internet browser address window and press enter.

**NEW BULLETIN**

**03-002/14 - 2013-2014 CX-5 - RATTLE / CHATTER NOISE FROM REAR DIFFERENTIAL**

[http://www.mstore2000.com/PDF\\_Files/03-002-14-2914a.pdf](http://www.mstore2000.com/PDF_Files/03-002-14-2914a.pdf)

- Please distribute this information to all parts and service personnel.
- If you no longer wish to receive Mazda bulletins, please contact the IT Administrator at your dealership and ask them to remove your email address from under the EMDCS application.

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<b>Subject:</b> <b>RATTLE / CHATTER NOISE FROM REAR DIFFERENTIAL</b>	<b>Bulletin No:</b> 03-002/14
	<b>Last Issued:</b> 05/13/2014

## APPLICABLE MODEL(S)/VINS

2013-2014 CX-5 vehicles with VINs lower than JM3 KE \*\*\*\*\* 391989 (produced before September 16, 2013)

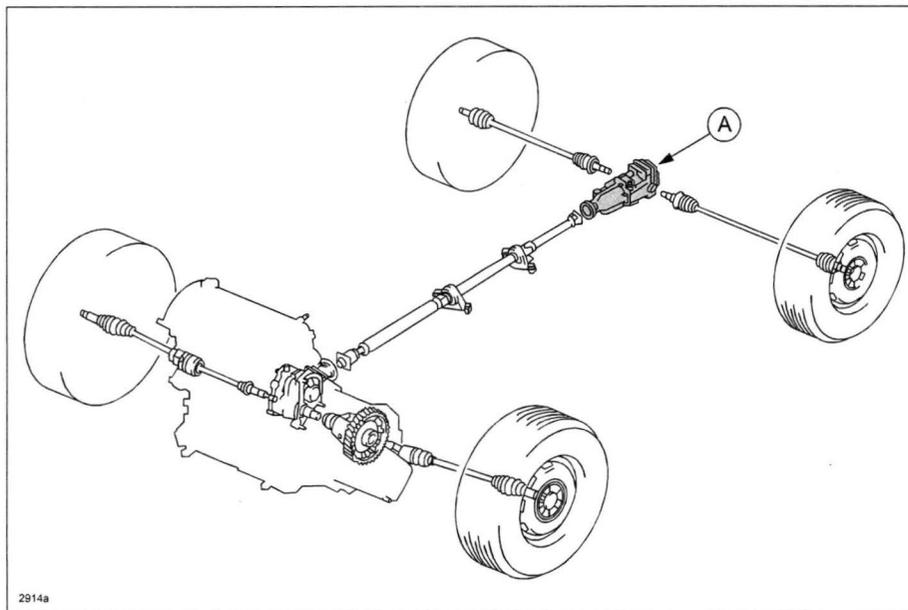
## DESCRIPTION

While driving at low speeds, some vehicles may exhibit a chattering/rattling type noise from the rear of the vehicle. A rear differential component, internal bearing noise, may be the cause.

Customers having this concern should have their vehicle repaired using the following repair procedure.

## REPAIR PROCEDURE

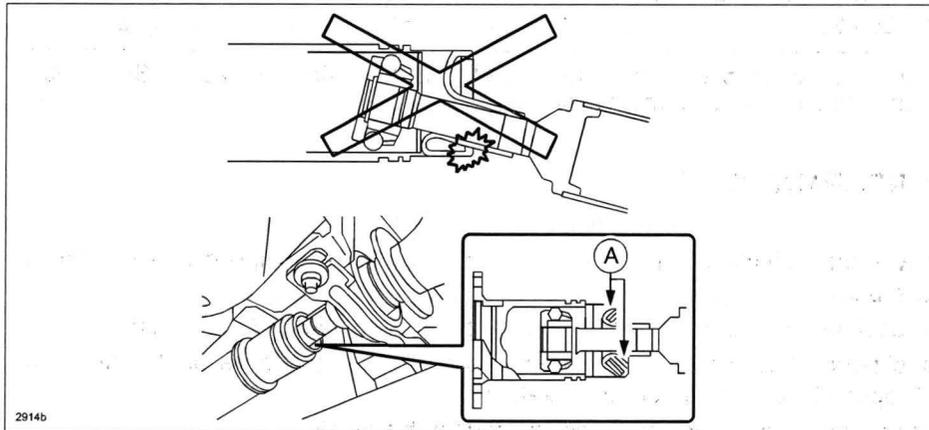
1. Lift the vehicle. Refer to MS3 online (section 00-00 JACKING POSITIONS, VEHICLE LIFT (2 SUPPORTS) AND SAFETY STAND (RIGID RACK) POSITIONS).
2. Verify if the noise is heard from the rear differential component (A) when the wheel speed is approximately 3 to 6 mph (5 to 10 km/h).



**CONSUMER NOTICE:** The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical—including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.

3. Has the noise been verified?
  - a. Yes - Proceed to step 4.
  - b. No - This bulletin does not apply. Refer to MS3 online or Workshop Manual (section 03-03 NO.3 ABNORMAL NOISE AND/OR VIBRATION FROM COUPLING COMPONENT).
4. Contact MASH at 888 832-8477, option 2, to obtain authorization to replace the rear differential component (including the coupling unit). Refer to MS3 online or Workshop Manual (section 03-14 REAR DIFFERENTIAL REMOVAL/INSTALLATION).

**CAUTION:** If the constant velocity joint angle is excessive during propeller shaft removal/installation, the constant velocity joint boot may be damaged when contacting the metallic cover. Protect the constant velocity joint boot by inserting a shop rag (A) between the boot and the metallic cover.



5. Verify repair.

## PART(S) INFORMATION

Part Number	Description	Qty.
KAT1-27-020A	Rear Differential Component *	1
PE23-40-305	Gasket	2
9994-61-000	Nut	4
D651-33-042A	Lock Nut	2
RTA1-25-421	C-Clip	2

\* Rear differential component replacement requires MASH authorization. Contact MASH at 888 832-8477, option 2, to obtain prior authorization.

## WARRANTY INFORMATION

### NOTE:

- This warranty information applies only to verified customer complaints on vehicles eligible for warranty repair.
- This repair will be covered under Mazda's Powertrain Limited Warranty term.
- Rear differential component replacement requires MASH authorization. Contact MASH at 888 832-8477, option 2, to obtain prior authorization.
- Additional diagnostic time cannot be claimed for this repair.

Warranty Type	A
Symptom Code	82
Damage Code	9G
Part Number Main Cause	KAT1-27-020A
Quantity	1
Operation Number / Labor Hours:	XXK66CRX / 3.0 Hrs.